

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2174  
Serial No. : 10/804,320 Examiner : Boris M. Pesin  
Filed : March 18, 2004 Conf. No. : 7310  
Title : CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S  
GRAPHICAL DASHBOARD

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450


PETITION FOR ONE-MONTH EXTENSION OF TIME UNDER 37 C.F.R. §1.136

Please extend the period for response to the action dated June 24, 2008, for one month to and including October 24, 2008.

Apply \$130 for the required fee and any other charges or credits to deposit  
account 06-1050.

Respectfully submitted,

Date: 10-20-2008

  
Linzy T. McCartney  
Reg. No. 61,886

Fish & Richardson P.C.  
60 South Sixth Street  
Suite 3300  
Minneapolis, MN 55402  
Telephone: (612) 335-5070  
Facsimile: (877) 769-7945

60532556.doc

**CERTIFICATE OF MAILING BY EFS-WEB FILING**

I hereby certify that this paper was filed with the Patent and Trademark Office using the EFS-WEB system on this date: October 20, 2008